





## IN-HOME SUPPORTS ASSURANCE SYSTEM ISAS POLICY GUIDE

### A. Background

The In-home Supports Assurance System (ISAS) is a phone-based electronic billing system for providers giving in-home personal assistance services to eligible Medicaid participants. The Department of Health and Mental Hygiene (DHMH) implemented it in 2013. ISAS replaced the previous paper billing method used by most personal assistance providers.

 <p><b>What is ISAS?</b></p> <ul style="list-style-type: none"> <li>• ISAS is a phone-based electronic billing system.</li> <li>• ISAS records the provider's shift start and end times.</li> <li>• Claims are automatically generated if calls match the information about the provider in the participant's plan of service.</li> </ul>	 <p><b>Who Uses ISAS?</b></p> <ul style="list-style-type: none"> <li>• All providers giving direct services to Medicaid participants in the following programs: <ul style="list-style-type: none"> <li>◦ Community First Choice (CFC)</li> <li>◦ Community Options (CO)</li> <li>◦ Community Personal Assistance Services (CPAS)</li> <li>◦ Increased Community Services (ICS)</li> </ul> </li> </ul>
 <p><b>Why was ISAS Created?</b></p> <ul style="list-style-type: none"> <li>• To provide accurate and timely payment to providers</li> <li>• Allow providers to view their service information in real-time</li> <li>• Enhance quality of services</li> <li>• Increase provider compliance and reduce fraud</li> </ul>	 <p><b>How does ISAS Work?</b></p> <ul style="list-style-type: none"> <li>• Providers call the toll-free ISAS number, <b>1-855-463-4727</b>, and enter their information at the start and end of each shift.</li> <li>• Providers must use either the participant's phone, or OTP device to clock in and out.</li> </ul>

### B. Definition of Common Terms




Below are common terms used in the ISAS system and within the ISAS Reference Guide.

Term	Definition
<b>Supports Planner</b>	Coordinator of services between participant, providers, and DHMH. Manages participant's POS.
<b>Plan of Service (POS)</b>	Lists services participant is authorized to receive.
<b>Personal Assistant Service</b>	Service type provided to a single participant at a given time.
<b>Shared Attendant Service</b>	Service type provided to participants who live together. Allows a single provider to clock-in and -out for two participants at the same time. Must be authorized on participant's POS.
<b>One Time Password (OTP) Device</b>	Device issued by a supports planner if participant does not have a reliable phone. Generates a random six-digit code every 60 seconds that can be traced back to a specific date and time. Used to verify service times.
<b>Service Record (in ISAS)</b>	A "closed" or "complete" shift is created when a provider calls into the ISAS system at the beginning of a shift ("clock-in") and end of a shift ("clock-out").
<b>Claim</b>	A combination of one or more services bundled together to form one claim that is generated on a nightly basis. Submitted based on the provider, participant, participant POS information, and date of service.
<b>Exception</b>	A pended service held-off from submission for billing. Generated if there is an issue requiring review.

## C. ISAS Participants: Program History Timeline

ISAS was implemented in 2013. Below are key milestones in ISAS history. The Program Timeline shows how different waiver populations integrated into ISAS.

### Programs Currently Using ISAS











	<b>Home and Community Based Options (CO)</b> The purpose of this program is to provide facility level services to older adults and individuals with disabilities. This allows them to remain in their own homes. (COMAR 10.09.54)
	<b>Community First Choice (CFC)</b> The purpose of this program is to provide facility level services to older adults and individuals with disabilities, allowing them to remain in their own homes. (COMAR 10.09.84)
	<b>Community Personal Assistance Services (CPAS)</b> The purpose of this program is to provide services to participants formerly in the Medical Care Assistance Personal Care (MAPC) program.

### When Providers Should Start Using ISAS

1.	Participant is enrolled in Medicaid and is fully enrolled in the CFC, CO, or CPAS program
2.	Agency is enrolled as a type 76 Medicaid provider and is eligible to give services
3.	The POS, with all needed signatures, has been submitted to DHMH AND the DHMH POS Unit has reviewed and approved the submitted plan of service.
4.	Service Notification form has been sent to providers to notify them they may start services. The form has been uploaded to LTSS.
5.	The provider has verified a participant's eligibility for Maryland Medicaid benefits by calling the Eligibility Verification System at 1-866-710-1447 or by going to the website, <a href="https://encrypt.emdhealthchoice.org/emedicaid/">https://encrypt.emdhealthchoice.org/emedicaid/</a>

**Please remember:** Providers will not be paid for services billed prior to the **effective date** listed on the participant's active and approved POS.

### ISAS Program Timeline

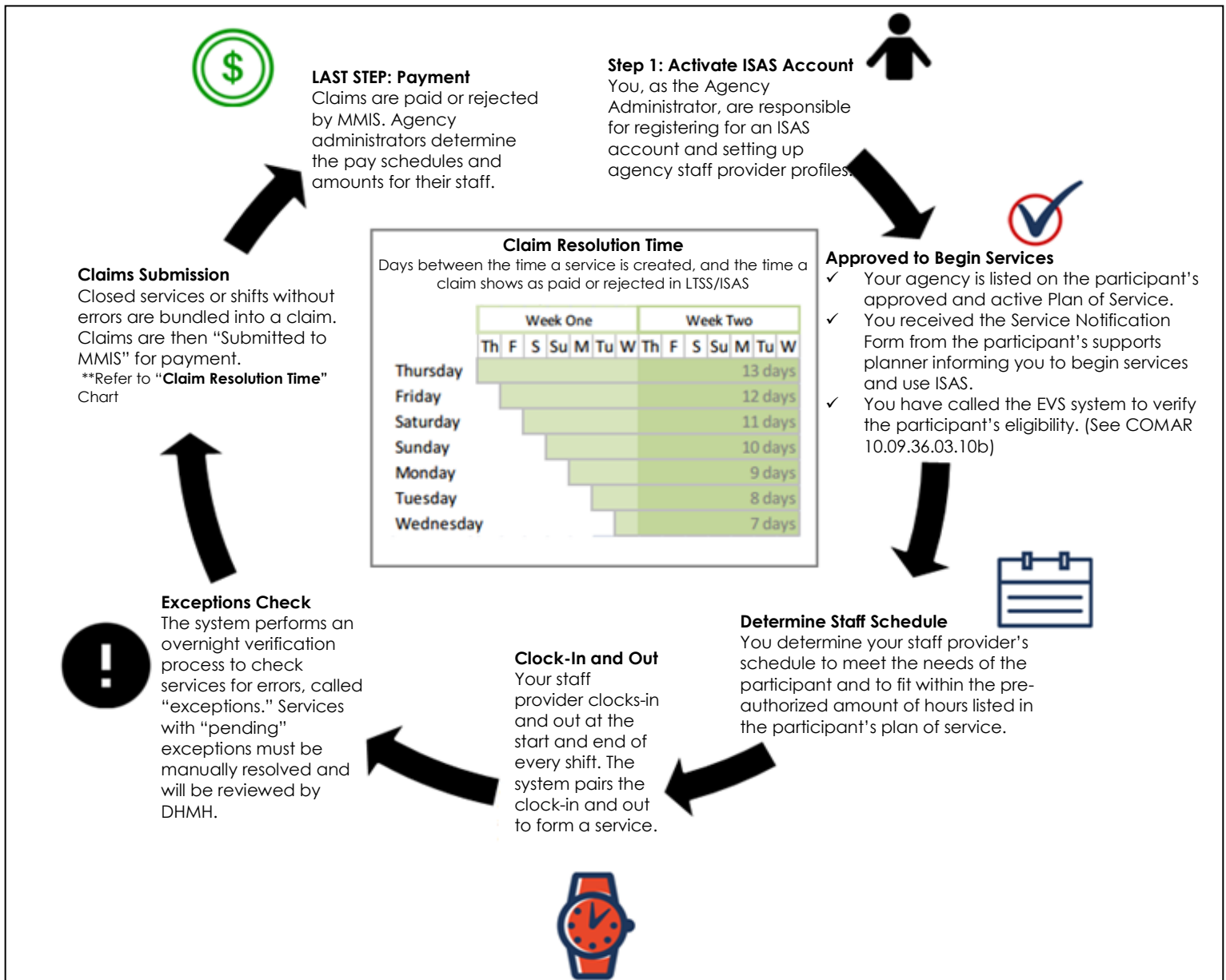
Current Program	Description	Date
	Living at Home (LAH) Agency Providers must use only ISAS for billing.	<a href="#">October 3, 2013</a>
	Waiver for Older Adults (WOA) Agency Providers must use only ISAS for billing.	<a href="#">November 7, 2013</a>
	Living at Home (LAH) Independent Providers must use only ISAS for billing.	<a href="#">December 2, 2013</a>
	Waiver for Older Adults (WOA) Independent Providers must use only ISAS for billing.	<a href="#">December 9, 2013</a>
	Community Options (CO) program is established. LAH and WOA merge together to form the CO Program. CO Providers must use ISAS.	<a href="#">January 6, 2014</a>
	Agency Administrators must use their online ISAS account to enter in missing times.	January 6, 2014, ISAS Reference Guide
	Community First Choice (CFC) program is established. Participants are transitioned into the CFC program. CFC Providers must use ISAS.	On a rolling basis beginning <a href="#">January, 2014</a> :
	Previous WOA Independent Providers can only bill up to 40 hours per week. (Previous LAH independent providers were always limited to 40 hours per week.)	<a href="#">April 17, 2014</a>
	Community Personal Assistance Services (CPAS) program is established. CPAS Providers must use ISAS.	<a href="#">October 1, 2015</a>
	Provider population changed to agency only model.	<a href="#">October 1, 2015</a>

## D. Important ISAS Policies

	ISAS Policy/Action	Description	ISAS Effective Date	Justification
<b>1. Payment Policies</b>	<b>1.1 Year deadline for claim adjustment</b>	No claims may be paid or adjusted after more than a year has passed since the date of service.	October 3, 2013	<a href="#">COMAR 10.09.36.06</a>
	<b>1.2 Repayment of overbilled funds</b>	Providers must reimburse DHMH for any overpayment of services.	October 3, 2013	<a href="#">COMAR 10.09.36.07</a>
	<b>1.3 POS hours</b>	DHMH will only pay up to the pre-authorized hours listed in a participant's Plan of Service (POS). <b>IMPORTANT:</b> A POS is only effective after DHMH approves the POS. A POS is <b>NOT</b> effective on the date a provider signs the POS. DHMH approvals always come after the provider signs the POS.	Based on POS Effective Date	<a href="#">COMAR 10.09.54.04</a>
	<b>1.4 Work Week</b>	The ISAS workweek is defined as Thursday-Wednesday	September 11, 2014	<a href="#">Guidance sent to all Providers</a>

	<b>1.5 Adjustment submission procedure</b>	Submitted adjustments must include 5 items: (1) Staff name, (2) Service times, (3) increasing/decreasing units, (4) # of units, and (5) Reason for submission. Otherwise adjustments are not reviewed.	April 16, 2015	<a href="#">COMAR 10.09.36.04; Adjustment Guidance</a>
<b>2. Exception Policies</b>	<b>2.1 No Payment for Overlapping Services</b>	Unless authorized for shared attendant services, providers will not be paid for service times that overlap.	October 3, 2013	<a href="#">COMAR 10.09.36.01</a>
	<b>2.2 Missing Time Submission Deadline</b>	Missing Times Requests (MTRs) must be submitted within two business days after the end of the month.	April 1, 2014 (Agencies) May 2, 2014 (Independents)	<a href="#">COMAR 10.09.36.04</a>  <a href="#">Guidance sent to all Providers</a>
	<b>2.3 Four (4) Missing Time Limit</b>	Unless a valid and verifiable excuse is given, DHMH will only approve up to 4 MTRs per month per staff provider.  Effective June 1, 2016, DHMH reduced the six (6) unexcused Missing Time Requests (MTRs) to four (4) unexcused Missing Time Requests (MTRs) per staff provider, per month. Note: The previous effective dates for 6 MTR limit were <a href="#">February 1, 2014</a> for Agency providers, and <a href="#">April 1, 2014</a> for Independent providers.	June 1, 2016	<a href="#">COMAR 10.09.36.04</a>  <a href="#">Guidance sent to all Providers (Agencies)</a>
<b>3. Program Policies</b>	<b>3.1 Protection of confidential information</b>	Providers must not share Protected Health Information (PHI).	October 3, 2013	<a href="#">HIPAA Legislation (HIPAA)</a>
	<b>3.2 Training of Providers</b>	Agencies must ensure that staff members are properly trained to provide services and use ISAS before they provide services.	October 3, 2013	<a href="#">COMAR 10.09.84.06; COMAR 10.07.05.11</a>
	<b>3.3 OTP device must stay with participant</b>	OTP device must always remain with the <b>participant</b> to whom it has been assigned. It is considered fraudulent behavior for a provider to take the OTP out of the participant's possession.	October 3, 2013	<a href="#">Guidance sent to all Providers</a>
	<b>3.4 Payment only for direct services</b>	Providers will only be paid for direct services given to participants. Services provided to a participant while they are under the service of another entity (e.g. admitted to hospital, imprisoned) will not be paid.	October 3, 2013	<a href="#">COMAR 10.09.84.02; COMAR 10.09.20.13</a>
	<b>3.5 Must verify eligibility before giving services</b>	DHMH can only reimburse providers for services given to eligible participants. Providers must check eligibility by calling the EVS System at 1-866-710-1447.	October 3, 2013	<a href="#">COMAR 10.09.36.03.11b</a>
	<b>3.6 Provider should continue clocking in and out during ineligibility and appeal process</b>	If the participant has lost eligibility and/or filed an appeal to regain eligibility, the provider can choose to continue services at risk in hopes that the participant regains eligibility and/or wins the appeal. During periods of participant ineligibility, providers will not receive pay. <b>IMPORTANT:</b> <i>If eligibility is regained, the provider will receive retroactive pay ONLY IF the provider continued using ISAS to clock in/out at time of service during the period of eligibility. If the provider did not use ISAS during ineligibility, payment will not be issued.</i>	October 3, 2013	<a href="#">COMAR 10.01.04.10; 10.09.24.12 ; 10.09.24.15; 42 C.F.R. § 431.200</a>
	<b>3.7 Emergency Backup</b>	Providers working hours that exceed the POS for emergency service must: (1) Be listed as "Emergency Backup" on the POS, (2) Clock-in and out of ISAS when applicable, and (3) Submit adjustments for emergency service that exceeds the weekly POS hours. Emergency backup service can be provided up to 7 days per year without a POS change, otherwise the supports planner will need to modify the POS.	April 2, 2015	<a href="#">COMAR 10.09.36.04</a>  <a href="#">Guidance sent to all Providers</a>  <a href="#">Adjustments Frequently Asked Questions</a>
	<b>3.8 Providing services to vacationing participants</b>	Services provided during vacations must be: (1) Within POS hours, (2) Not out-of-state for more than 14 days per year, (3) Within the U.S., and (4) Logged in ISAS using phone listed on client POS or OTP device	April 2, 2015	<a href="#">COMAR 10.09.36.04; COMAR 10.09.84.23</a>
	<b>3.9 POS hour cap</b>	ISAS will only pay up to pre-authorized hours in the POS. The system will automatically adjust hours that exceed the POS.	April 2, 2015	<a href="#">COMAR 10.09.54.04</a>

## E. ISAS Processing and Claim Payment



## F. Contacts and Resources

### ISAS Help Desk

- Technical Assistance; ISAS Registration Questions.
- Email: [ISASHelpDesk@LTSSMaryland.org](mailto:ISASHelpDesk@LTSSMaryland.org)
- Call: 1-855-463-5877

### DHMH ISAS Team

- ISAS Related Billing Concerns; ISAS Policy Questions
- Email: [dhmh.isashelp@maryland.gov](mailto:dhmh.isashelp@maryland.gov)
- Call: 410-767-1719

### DHMH CO and CFC Waiver Unit

- Provider Enrollment Questions; General Program Policy and Non-ISAS Billing
- Email: [dhmh.coproviders@maryland.gov](mailto:dhmh.coproviders@maryland.gov)
- Call: 410-767-1739

### Supports Planner (SP)

- Questions About Participant's Plan of Service or Participant Services; Eligibility Questions
- Email: Specific to client
- Call: 410-767-1739